

Message Text

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PAGE 01 STATE 201217
ORIGIN SCS-06

INFO OCT-01 ISO-00 CA-01 AF-10 ARA-14 EA-12 EUR-12
NEA-10 IO-14 SIG-03 FSIE-00 VO-03 PPTE-00 PER-05
SY-05 A-01 /097 R

DRAFTED BY CA:SCS:FLHENNEKE:SAS
APPROVED BY CA:BMWATSON
SCS - AAGISE
CA - RKSOMERVILLE (DRAFT)
ARA/MGT - WCALDERHEAD (DRAFT)
EUR/EX - DLEIDEL (DRAFT)
NEA/EX - JCONNOLLY (DRAFT)
EA/EX - JMORAN (DRAFT)
AF/EX - JBRYANT (DRAFT)
DESIRED DISTRIBUTION
S/IG, M/FSI -NKREIG, VO, PPT
-----016591 091917Z /50
P 091849Z AUG 78
FM SECSTATE WASHDC
TO ALL DIPLOMATIC AND CONSULAR POSTS PRIORITY

UNCLAS STATE 201217

INFORM CONSULS

E.O. 11652: N/A

TAGS: CASC

SUBJECT: EMERGENCY AFTER-HOURS SERVICES

SUMMARY: ALL POSTS ARE REMINDED OF THEIR RESPONSIBILITY TO
PROVIDE EMERGENCY AFTER-HOURS SERVICES TO AMERICAN CITIZENS.
DCMS OR PRINCIPAL OFFICERS ARE REQUESTED TO REVIEW WITH THE
ADMINISTRATIVE OFFICER AND CHIEF CONSULAR OFFICER THE DUTY
SYSTEM IN EFFECT AT THEIR POST(S) AND CONSULAR AGENCIES TO
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PAGE 02 STATE 201217

ENSURE THAT THE SYSTEM PROVIDES FOR RAPID AND EFFICIENT
AFTER-HOURS SERVICES TO AMERICANS IN EMERGENCY SITUATIONS.
END SUMMARY

1. ALL POSTS ARE REMINDED OF THEIR RESPONSIBILITY TO PRO-
VIDE EMERGENCY AFTER-HOURS SERVICES TO AMERICAN CITIZENS.
CALLS FROM AMERICAN CITIZENS OR CONCERNING AMERICANS RE-

CEIVED AFTER-HOURS OR ON WEEKENDS MUST BE CAREFULLY SCREENED TO ENSURE THAT AMERICANS TRULY IN NEED OF EMERGENCY ASSISTANCE RECEIVE PROMPT SERVICE.

2. RECENT REPORTS RECEIVED BY THE DEPARTMENT FROM VARIOUS CONGRESSMEN OF FAILURES TO RESPOND ACCURATELY AND PROMPTLY TO AFTER-HOURS CALLS GENERALLY FALL INTO THREE CATEGORIES:

- (A) FAILURE OF THE PERSON RECEIVING THE CALL TO RESPOND APPROPRIATELY. THIS IS THE MOST COMMON COMPLAINT AND OCCURS WHEN THE CALLER SPEAKS TO SOMEONE AT POST - A MARINE SECURITY GUARD, LOCAL GUARD OR RECEPTIONIST, OR EVEN FSO - WHO FAILS TO REALIZE THE SERIOUSNESS OF THE PROBLEM AND TAKES NO ACTION. PERSONS RECEIVING AFTER-HOURS CALLS MUST BE TRAINED TO QUESTION CLOSELY THE CALLER TO OBTAIN ENOUGH INFORMATION TO RESPOND CORRECTLY. THE CALLER MUST NEVER BE TOLD THE POST IS CLOSED UNTIL THE NEXT WORKING DAY UNLESS THE PERSON TAKING THE CALL HAS ENOUGH INFORMATION TO DETERMINE THAT NO REAL EMERGENCY EXISTS AND THAT ACTION CAN BE DEFERRED.

(B) FAILURE OF THE SYSTEM TO RESPOND AT ALL. THIS OCCURS WHEN THE POST, USUALLY A CONSTITUENT POST, HAS A RECORDING ON ITS PUBLIC TELEPHONE INSTRUCTING CALLERS TO LEAVE A MESSAGE AND TELEPHONE NUMBER AND THE DUTY OFFICER WILL CALL BACK. EITHER THE MESSAGE TAPE GETS FULL AND UNCLASSIFIED

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PAGE 03 STATE 201217

STOPS ANSWERING THE PHONE OR THE DUTY OFFICER NEVER RETURNS THE CALL. POSTS USING SUCH A SYSTEM MUST ENSURE THAT DUTY OFFICERS REGULARLY AND FREQUENTLY CHECK FOR MESSAGES AND RETURN NECESSARY CALLS. FURTHERMORE, THE RECORDED MESSAGE ON THE RECORDING MUST INCLUDE A SECOND NUMBER, PERHAPS THAT OF THE EMBASSY IN THAT COUNTRY, THAT A CALLER COULD USE IN THE EVENT OF AN EMERGENCY THAT CANNOT WAIT FOR A RETURN CALL.

(C) FAILURE OF THE SYSTEM TO SPEAK THE LOCAL LANGUAGE. NOT ALL CALLS RECEIVED WILL BE IN ENGLISH. THE RECORDING, IF SUCH A SYSTEM IS USED, SHOULD BE IN BOTH ENGLISH AND THE LOCAL LANGUAGE. IF AFTER-HOURS CALLS ARE HANDLED BY A MARINE SECURITY GUARD OR LOCAL RECEPTIONIST, THE PERSON TAKING THE CALL SHOULD EITHER SPEAK BOTH LANGUAGES OR HAVE AVAILABLE SOMEONE TO HANDLE THE SECOND LANGUAGE.

3. THE RESPONSIBILITY TO PROVIDE AFTER-HOURS SERVICES TO AMERICANS IS A POST RESPONSIBILITY. THE DEPARTMENT REQUESTS THAT THE DCM OR PRINCIPAL OFFICER OF EACH POST REVIEW THE SYSTEM, PROCEDURES AND INSTRUCTIONS IN FORCE WITH THE ADMINISTRATIVE OFFICER AND CHIEF CONSULAR OFFICER

TO ENSURE THAT AFTER-HOURS CALLS RECEIVE APPROPRIATE
ATTENTION. FURTHERMORE, SUPERVISORY POSTS SHOULD REVIEW
THE SYSTEMS OF CONSTITUENT POSTS AND CONSULAR AGENTS TO
ENSURE THAT THOSE SYSTEMS ALSO PROVIDE ADEQUATE ATTENTION
TO EMERGENCY AFTER-HOURS REQUESTS. NEWSOM

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Message Attributes

Automatic Decaptioning: X
Capture Date: 01 jan 1994
Channel Indicators: n/a
Current Classification: UNCLASSIFIED
Concepts: CITIZEN PROTECTION, POLICIES, CONSULAR SERVICES
Control Number: n/a
Copy: SINGLE
Draft Date: 09 aug 1978
Decaption Date: 01 jan 1960
Decaption Note:
Disposition Action: n/a
Disposition Approved on Date:
Disposition Case Number: n/a
Disposition Comment:
Disposition Date: 01 jan 1960
Disposition Event:
Disposition History: n/a
Disposition Reason:
Disposition Remarks:
Document Number: 1978STATE201217
Document Source: CORE
Document Unique ID: 00
Drafter: SCS:FLHENNEKE:SAS
Enclosure: n/a
Executive Order: N/A
Errors: N/A
Expiration:
Film Number: D780326-0311
Format: TEL
From: STATE
Handling Restrictions: n/a
Image Path:
ISecure: 1
Legacy Key: link1978/newtext/t19780881/aaaacqcg.tel
Line Count: 121
Litigation Code IDs:
Litigation Codes:
Litigation History:
Locator: TEXT ON-LINE, ON MICROFILM
Message ID: a9dbea65-c288-dd11-92da-001cc4696bcc
Office: ORIGIN SCS
Original Classification: UNCLASSIFIED
Original Handling Restrictions: n/a
Original Previous Classification: n/a
Original Previous Handling Restrictions: n/a
Page Count: 3
Previous Channel Indicators: n/a
Previous Classification: n/a
Previous Handling Restrictions: n/a
Reference: n/a
Retention: 0
Review Action: RELEASED, APPROVED
Review Content Flags:
Review Date: 25 apr 2005
Review Event:
Review Exemptions: n/a
Review Media Identifier:
Review Release Date: n/a
Review Release Event: n/a
Review Transfer Date:
Review Withdrawn Fields: n/a
SAS ID: 1789759
Secure: OPEN
Status: NATIVE
Subject: EMERGENCY AFTER-HOURS SERVICES SUMMARY: ALL POSTS ARE REMINDED OF THEIR RESPONSIBILITY TO PROVIDE EMERGENCY AFTER-HOURS SERVICES TO AMERICAN
TAGS: CASC, US
To: ALL POSTS
Type: TE
vdkgvkey: odb://SAS/SAS.dbo.SAS_Docs/a9dbea65-c288-dd11-92da-001cc4696bcc
Review Markings:
Sheryl P. Walter
Declassified/Released
US Department of State
EO Systematic Review
20 Mar 2014
Markings: Sheryl P. Walter Declassified/Released US Department of State EO Systematic Review 20 Mar 2014